

Windstream Services, LLC
4001 N. Rodney Parham Rd.
Little Rock, AR 72212

WINDSTREAM
ENTERPRISE

January 16, 2018

«Contact»
«Customer_Name»
«Addr_Line_2»
«Addr_Line_3»
«City_Name», «State_Code» «Zip_Code»

If you are not the site contact or administrator, please kindly pass this important notification on to the appropriate party.

IMPORTANT: Service Discontinuance Notification for Account # «Acct #»,
Service Location «Serv Loc»
This Change in Service Requires Action on Your Part

Dear Valued Customer,

The platform that currently supports DS0 and ISDN services to your location has reached the end of its useful life. We highly advise that we explore an alternative solution with you as soon as possible. The platform will be decommissioned on or about April 30 2019, but we would like to move you to an alternative solution to get ahead of any downtime that may be encountered with continued use of this end of life platform. As a result, certain customers in Cary, Triangle Park, Apex and Raleigh, NC with these services are being contacted.

We will be reaching out to you shortly to discuss an alternative service solution. Please note that this notification does not affect other services you may have with Windstream. The change requires action on your part and we want to work with you to make you aware of your options and assist you in any way possible to ensure a smooth transition prior to the service retirement.

To avoid service interruption, we encourage you to take action no later than January 30, 2018 to explore an alternative service solution with Windstream. Failure to do so may result in permanent service termination after April 30 2019, or insufficient time to transition to a replacement service, with no immediate restoral options.

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the § 63.71 Application of Windstream Services, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

Thank you for your time and attention to this important matter. If you have any questions, please contact us at 855.352.2731.

Sincerely,

Customer Care